

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Wednesday, August 1, 2018**

**1:30 PM**

**Customer Service Committee Meeting**

**5th Floor Board Room, Water Board Building**

**Board of Water Commissioners**

**A Quorum of the Board may be present**

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF MINUTES

*July 10, 2018*

5. PUBLIC COMMENTS (3 minutes per speaker)

*Anyone from the public who wishes to address any item on the Agenda or make a comment. (3 Minute Limitation)*

6. COMMUNICATIONS

- A. 18-0176 Receipt of Correspondence

*Sponsors:* Customer Service/Meter Operations

*Attachments:* [Margaret Keesee Response](#)

7. UNFINISHED BUSINESS

- A. New Service Administrative Policy (18-0095) Anticipate Fall 2018

8. NEW BUSINESS

- A. Guest Speaker - Dr. Joneigh Khaldun, M.D., Director, City of Detroit Health Department -Scheduled for August 15, 2018 meeting

- B. Customer Service Calendar (17-0127)

- C. Customers Service Updates

*Service Interruptions*

- D. Portal Presentation

- E. Policy - Unauthorized usage of customers water

9. OTHER MATTERS

10. NEXT MEETING

*September 5, 2018*

**11. ADJOURNMENT**